

draft

**Transition Plan
for
Los Angeles County**

in compliance with
**Section 504
of the
Rehabilitation Act of 1973**



august 1980

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I. INTRODUCTION

This document describes the current plans and programs for providing accessible transportation in Los Angeles County. It describes the current state of transportation accessibility as well as those actions still needed to achieve program accessibility. This County-wide Transition Plan has been prepared according to Section 27.103 of the U.S. Department of Transportation's final rule implementing Section 504 of the Rehabilitation Act of 1973.¹

1. THE LOS ANGELES COUNTY TRANSITION PLAN IS BASED ON AN ANALYSIS OF THE PLANS OF 13 DIFFERENT TRANSIT OPERATORS

Each of the 13 transit operators in Los Angeles County has prepared a Transition Plan for their own system. Their assessments were submitted to the Los Angeles County Transportation Commission (LACTC) for inclusion in this County-wide plan. Their individual plans will also be submitted to the Southern California Association of Governments (SCAG) and the Urban Mass Transportation Administration (UMTA) as appendices to this document. The 13 operators included in the plan are as follows:

¹ Federal Register, Volume 44, No. 106, Thursday, May 31, 1979, Pages 31468-31483.

- . Southern California Rapid Transit District
- . Long Beach Transit
- . Santa Monica Municipal Bus Lines
- . Montebello Municipal Bus Lines
- . Gardena Municipal Bus Lines
- . Torrance Transit System
- . Norwalk Transit System
- . Culver City Municipal Bus Lines
- . Commerce Transit System
- . LaMirada Dial-a-Ride
- . Arcadia Dial-a-Ride
- . Redondo Beach Dial-a-Ride
- . Claremont Dial-a-Ride

These operators provide both fixed-route and paratransit service. Their operations are summarized in this plan and analyzed from a County-wide perspective. More details can be obtained by referring to the individual plans.

Information on other services and policies is included in this document for the purpose of preparing a comprehensive document on accessibility. It should be recognized that some of these services will be discussed in other transition plans (e.g., Amtrak and Caltrans programs) and are included here for information purposes only.

2. ALL 13 TRANSIT OPERATORS WILL ACHIEVE PROGRAM ACCESSIBILITY BY JULY 1, 1982

An assessment was made for each operator for each of the four elements of program accessibility. These elements are:

- . Vehicles,
- . Services,
- . Fixed facilities, and
- . Program policies and practices.

The analysis results indicate that all operators will be able to comply with all requirements of the regulation. LACTC is charged with the monitoring of their implementation activities to assure that this does in fact occur. LACTC will prepare annual status reports and will expedite the TIP process to aid in the procurement of accessible vehicles and facilities.

3. COMMUNITY PARTICIPATION HAS BEEN AN INTEGRAL PART OF THE TRANSITION PLAN PREPARATION PROCESS

The Commission's Elderly and Handicapped Transportation Advisory Council met weekly while the plan was being prepared. This document reflects their input and concerns. To enhance the participation of handicapped persons, the Commission made special efforts to assure that meeting locations were accessible and transportation was available.

4. COMMUNITY PARTICIPATION IS BEING SOUGHT DURING THE PUBLIC REVIEW PERIOD

Copies of this draft plan and an executive summary are being distributed throughout the County in an effort to obtain public input and comment. Written and oral comments will be received at the Commission office up until September 18, 1980.

- . A series of five public workshops is scheduled throughout the County for the week of August 25, 1980.
- . A public hearing will be held in downtown Los Angeles on Thursday, September 18, 1980.

All locations are wheelchair accessible. Transportation service - - accessible bus service and designated parking spaces - - will be available at all locations. The public is encouraged to participate.

* * * * *

This document is organized into the following sections:

- I. Introduction
- II. Community Participation
- III. Transportation Setting
- IV. Assessment of Transit Vehicles and Services
- V. Assessment of Transit Fixed Facilities
- VI. Assessment of Program Policies and Practices
- VII. Other Policies
- VIII. Other Transportation Services and Projects
- IX. Implementation
- X. Responses to Substantive Concerns
- XI. Endorsements

The next section will document LACTC's activities to involve the handicapped community in the preparation and review of the County-wide Transition Plan.

II. COMMUNITY PARTICIPATION

This section describes the activities of LACTC to involve the handicapped community in the preparation and review of the County-wide Transition Plan.

1. THE COMMISSION ESTABLISHED AN 18-MEMBER ELDERLY AND HANDICAPPED TRANSPORTATION ADVISORY COUNCIL

The Council is charged with the monitoring of elderly and handicapped transportation planning programs and services. Members serve in an advisory role to the Commission. An initial assignment has been to provide input to the transition plan preparation process.

(1) The Council Met on a Weekly Basis While the Plan Was Being Prepared

At these meetings, recent progress and issues were discussed. Meeting notices, minutes, and attendance lists are attached to this plan as an appendix.

The Council will continue to meet on a regular basis to monitor the review and endorsement process, respond to substantive concerns, and provide input on other elderly and handicapped transportation issues in which the Commission is active.

(2) Members of the Council Reflect a Cross-Section of Elderly and Handicapped Agencies and Consumers

The representativeness of the Council is illustrated in Exhibit II-1. In general, the following groups are included:

- . Handicapped Individuals who are at least one of of the following:
 - consumers of transit service,
 - members of other advisory councils, or
 - members of advocacy groups.
- . Senior Citizens who are at least one of the following:
 - consumers of transit service,
 - members of other advisory councils, or
 - members of advocacy groups.
- . Government and Social Service Agencies working with:
 - senior citizens,
 - physically disabled persons,
 - sight-impaired persons,
 - hearing-impaired persons, or
 - mentally handicapped persons.
- . Transit Operators that provide either:
 - public fixed-route service,
 - public paratransit service, or
 - private paratransit service.

The Southern California Association of Governments (SCAG) serves as an ex officio member of the Council.

(3) Council Meetings Were Held in an Accessible Conference Room at Caltrans District 7 Offices

The Commission's own conference room was not large enough to accommodate the 18 members, staff, and other

EXHIBIT II-1
LIST OF COUNCIL REPRESENTATION

- (1) California Department of Transportation (Caltrans)
- (2) Article 4.5 operators
- (3) Municipal operators
- (4) Southern California Rapid Transit District (SCRTD)
- (5) Taxicab operators
- (6) Area Agency on Aging (AAA) for the City of Los Angeles
- (7) Centers for Independent Living (CILS)
- (8) Department of Senior Citizens Affairs (DSCA)
- (9) Advisory Council to AAA for County
- (10) Braille Institute
- (11) California Association of the Physically Handicapped (CAPH)
- (12) Citizens Advisory Committee (CAC) to Commission
- (13) Congress of California Seniors
- (14) Council on Aging (COA)
- (15) Disabled American Veterans (DAV)
- (16) Greater Los Angeles Council on Deafness (GLAD)
- (17) Los Angeles County Commission on the Handicapped
- (18) Los Angeles County Mental Health Association (MHA)

attendees. Proceedings of each meeting are recorded on a cassette tape recorder and are made available to the general public upon request. In addition, minutes of each meeting are mailed out with the next meeting notice.

Several accessible bus routes serve the Caltrans office building. In addition, the Commission arranged for free parking for Council members who drove to the meetings.

2. THE DRAFT TRANSITION PLAN IS BEING MAILED TO INDIVIDUALS AND AGENCIES

An extensive distribution list was prepared for the purpose of distributing the draft plan and executive summary to as many people as possible. All Commissioners, members of several commission committees, Advisory Council members, and transit operators received full copies of the plan. Copies were also placed on file at major Los Angeles City and County libraries.

An executive summary was sent to a mailing list of approximately 300 persons. This list, furnished by SCAG, was the same list used for last year's elderly and handicapped transportation plan. However, updates and additions were made based on staff and Council contacts within the handicapped community. The distribution list follows as Exhibit II-2.

3. A SERIES OF FIVE PUBLIC WORKSHOPS WILL BE HELD MIDWAY THROUGH THE REVIEW PROCESS

The purpose of the workshops is to present the draft plan to the general public, particularly to the handicapped community,

EXHIBIT II-2
DISTRIBUTION
LIST FOR DRAFT
TRANSITION PLAN

Full Plan

To Be Completed
For Final Plan

Executive
Summary

and to discuss their concerns.

- (1) Members of the Elderly and Handicapped Transportation Advisory Council As Well As Transit Operators Serving that Particular Part of the County Are Invited to Attend

Their role will be to answer questions and respond to concerns raised by the workshop attendees on the plan contents.

- (2) Workshops Will Be Held at Accessible Locations Throughout the County

The schedule for the workshops is as follows:

<u>Area of the County</u>	<u>Date</u>	<u>Time</u>	<u>Location</u>
South Bay	Monday, August 25, 1980	4:00-6:00 p.m.	Gardena Community Center (Auditorium) 1700 West 162nd Street Gardena, California, 90247
West Los Angeles	Tuesday, August 26, 1980	4:00-6:00 p.m.	Federal Building 11000 Wilshire Boulevard Los Angeles, California 90024
Mid-Cities	Wednesday, August 27, 1980	7:00-9:00 p.m.	Apollo Park Neighborhood Center (Auditorium) 12458 Rives Avenue Downey, California 90242
SanFernando Valley	Thursday, August 28, 1980	1:00-3:00 p.m.	VanNuys/Sherman Oaks Senior Citizens Center (Auditorium) 5040 VanNuys Boulevard Sherman Oaks, California 91423
San Gabriel Valley	Thursday, August 28, 1980	7:00-9:00 p.m.	El Monte Senior Citizens Center 3120 Tyler Avenue El Monte, California 91731

Locations selected were found through the recommendations of the members of the Elderly and Handicapped Transportation Advisory Council, the Commission's Citizens Advisory Committee, and prominent members of the handicapped community. All

sites were selected for their geographic centralness within respective areas of the County.

4. A PUBLIC HEARING WILL BE HELD ON THURSDAY, SEPTEMBER 18, 1980 IN DOWNTOWN LOS ANGELES

Two sessions have been scheduled. The first is an afternoon session from 3:00 to 5:00 p.m. The second is an evening session from 7:00 to 9:00 p.m.

- (1) The Department of Water and Power "A" Level Auditorium, at 111 North Hope Street, is the Location for the Public Hearing

This location was selected by the Elderly and Handicapped Transportation Advisory Council. It is architecturally accessible, is serviced by accessible bus routes of several operators, and has parking spaces available. Interpreters for hearing-impaired persons as well as for spanish-speaking persons will be available.

- (2) The Public Hearing Notice Appeared in the Major Los Angeles Newspapers

A copy of the hearing notice is presented as Exhibit II-3. This notice was published at the following times:

<u>Date</u>	<u>Newspaper</u>
-------------	------------------

(to be provided
in final plan)

EXHIBIT II-3
PUBLIC HEARING NOTICE

To be Provided
In Final Plan

(3) Invitations to Both the Public Workshop and the Public Hearing Were Widely Distributed

LACTC staff utilized a variety of media to publicize the public review of the transition plan. Some of these activities are summarized below:

- . "Car cards" were printed and installed on the interior advertising racks by the SCRTD and municipal bus operators. The cards listed the date and location of the workshops and hearing and provided a telephone number for information.
- . Cover letters with the draft plan and executive summary included a schedule, invitation, request for comments, and telephone number for information. The cover letter for the executive summary indicated where copies of the full plan were available for public review.
- . Organization newsletters, particularly the California Association of the Physically Handicapped, contained notices on the plan and the public review schedule.

The final version of this transition plan will include further description and illustration of the public review process.

* * * * *

This section of the County-wide Transition Plan has described the mechanisms through which LACTC has ensured continuing consultation with handicapped persons, advocacy organizations of handicapped persons, public and private social service agencies, public and private operators of existing transportation for handicapped persons, public and private transportation operators, and other interested and concerned persons. These actions have fulfilled

the requirements of Section 27.107 of the regulation. Responses to substantive concerns raised during the public review process will be attached as a later section of the final version of the plan.

III. TRANSPORTATION SETTING

Thirteen transit operators in Los Angeles County have prepared individual transition plans as called for in Section 27.103 of the U.S. Department of Transportation Section 504 Regulation. The purpose of this document is to provide a County-wide overview of their actions to comply with the regulation. This section of the plan briefly describes the services provided by the thirteen operators.

1. NINE TRANSIT OPERATORS PROVIDE FIXED-ROUTE TRANSIT SERVICE IN LOS ANGELES COUNTY

These operators can be grouped into three size classifications:

- . Regional
 - Southern California Rapid Transit District
- . Large Municipal
 - Long Beach Transit
 - Santa Monica Municipal Bus Lines
- . Small Municipal
 - Montebello Municipal Bus Lines
 - Gardena Municipal Bus Lines
 - Torrance Transit System
 - Norwalk Transit System
 - Culver City Municipal Bus Lines
 - Commerce Transit System

Characteristics of their services are presented in Exhibit III-1.

EXHIBIT III-1
DESCRIPTION OF FIXED-ROUTE SERVICE

<u>Operator</u>	<u>Number of Fixed-Routes</u>	<u>Number of Vehicles</u>	<u>Base Fare</u>	<u>Span of Service</u>
SCRTD	181	2608	65¢	24 hours 7 days
Long Beach	15	163	35¢	5am — 1:00am M-F 5:30am — 1:00am Sat. 6:00am — 1:00am Sun.
Santa Monica	13	136	25¢	6:00am — 1:00am 7 days
Montebello	8	29	35¢	5:00am — 12:15am M-F 6:00 am — 11:45pm Sat. 6:00am — 11:00pm
Gardena	13 ^(a)	32	35¢	24 hours 7 days
Torrance	9	29	35¢	5:15am — 11:30pm M-F 5:30am — 10:45pm Sat. 5:25am — 9:45pm Sun.
Norwalk	6	29	30¢	6:00 am — 11:30 pm M-F 9:00 am — 7:00 pm Sat,Sun.
Culver City	5	23	35¢	5:00am — 11:30pm M-F 6:00am — 11:00pm Sat. 6:30am — 10:30pm Sun.
Commerce	5	7	free	6:00am — 9:30pm M-Sat. 9:00am — 6:45pm Sun.

(a) 9 routes operate only in peak hours.

(1) The Largest Fixed-Route Operator Has 2608 Vehicles;
The Smallest Has 7 Vehicles

Each operator's fleet, regardless of size, is a combination of older and newer model coaches. Some operators, including SCRTD, are still operating "old look" coaches and most have already acquired accessible advanced design buses for their fleets. The number of accessible buses ranges from 2 to 200.

- . Only Culver City and Commerce have not purchased accessible buses yet.
- . Torrance is presently taking delivery of accessible Flyer coaches.
- . SCRTD is operating 200 accessible AM General buses and is continuing acceptance testing on 230 accessible Grumman/Flexible 870s.

Buses used for fixed-route service range in size from 30 feet to 40 feet. The smallest accessible buses are Norwalk's 31-passenger Gilligs.

(2) All Fixed-Route Services Operate 7 Days a Week

Not all routes have this span of service. However, each operator is providing at least a minimum level of service every day of the week. Commerce, for example, operates 2 special Sunday routes catering to church and shopping trips.

All weekday service is provided at least 15 hours a day; weekend service at least 10 hours a day. Two systems, SCRTD and Gardena, have lines which operate 24 hours a day.

2. SIX OF THE NINE FIXED-ROUTE OPERATORS ALSO PROVIDE A DEMAND-RESPONSIVE SERVICE FOR ELDERLY AND HANDICAPPED PERSONS

These services were established to supplement the fixed-route services and to demonstrate "special efforts" in meeting the transportation needs of elderly and handicapped persons. The six systems with a paratransit service are:

- . Long Beach Dial-a-Lift
- . Montebello Dial-a-Lift
- . Gardena E&H System
- . Torrance Dial-a-Lift
- . Norwalk Dial-a-Lift
- . Commerce Medi-Ride

These paratransit services are expected to remain in operation even after fixed-route program accessibility is achieved in 1982. In some cases, the service will also expand in fleet size and service area. Characteristics of the six services are presented in Exhibit III-2.

3. FOUR MUNICIPALITIES PROVIDE DIAL-A-RIDE SERVICES ONLY

These municipalities -- La Mirada, Arcadia, Redondo Beach, and Claremont -- have designed their services to meet the needs of their elderly and handicapped residents. Service is geared towards local trips within the community.

A description of these services is presented in Exhibit III-3 and presented below:

- (1) Three of the Municipalities Contract With Local Taxi Companies for Service: The Fourth is Under Contract Management

By using these companies for service, the municipality can rely on an experienced operator with an existing fleet.

EXHIBIT III-2
DESCRIPTION OF "SPECIAL EFFORTS"
PARATRANSIT SERVICES

<u>System</u>	<u>Number of Vehicles</u>	<u>Operator (if contracted)</u>	<u>Fare</u>	<u>Span of Service</u>
Long Beach	13	Diamond Cab Company	75¢	7:00am – 7:00pm Sun-Thurs 9:00am – 11:00pm Fri and Sat
Montebello	2	—	35¢	8:00am – 6:00pm M-F
Gardena	5	Yellow Cab Company	50¢	9:00am – 8:00pm M-F 10:00am – 7:00pm Sat. 9:00am – 5:30pm Sun.
Torrance	2	—	50¢	9:00am – 5:00pm M-F
Norwalk	2	—	free	9:00am – 10:00pm M-F 9:00 am – 5:30pm Sat and Sun
Commerce	1	—	free	8:30am – 5:00pm M-F

EXHIBIT III-3
DESCRIPTION OF MUNICIPAL DIAL-A-RIDE SERVICES

<u>Municipality</u>	<u>Operator</u>	<u>Fleet</u>	<u>Base Fare</u>	<u>E&H Fare</u>	<u>Span of Service</u>
La Mirada	Community Transit Systems	2 accessible vans 5 non-accessible vans	50¢	25¢	7:00am – 7:00pm M-F 9:00am – 5:00pm Sat.
Arcadia	San Gabriel Valley Cab Company	4 Checker Sedans	75¢	35¢	7:00am – 7:00pm 7 days
Redondo Beach (a)	Fasco Investments (AKA Yellow Cab)	1 dedicated Sedan 2 Sedans, as needed	—	25¢	24 hours/7 days
Claremont Dial-a-Ride	Paul's Yellow Cab	up to 8 cabs, as needed	\$ 2.25	75¢	24 hours/7 days
Get About/ Pomona Valley Community Services	Paul's Yellow Cab	7 accessible vans 2 non-accessible vans taxi back up	—	free/ donations accepted	8:00am – 6:00pm M-F 8:00am – 5:00pm Sun

(a) May contract with Torrance Transit System for Dial-a-Lift service.

- . Many of the service contracts do not stipulate the number of vehicles to be dedicated to the service. Rather, they stipulate a maximum response time. The company supplies as many or as few vehicles as necessary.
- . Service is often available for the same hours as taxi service. In some cases, this means service is available any time.

(2) Additional Arrangements Have Been Pursued for Accessible Service

Two municipalities have arranged to supplement the taxi service with a second service which operates accessible equipment.

- . The City of Claremont contributes approximately \$13,000 for the operation of Get About, a 4 city service established by a joint powers agreement. Get About is administered by Pomona Valley Community Services, a private non-profit corporation.
- . The City of Redondo Beach is considering a contractual arrangement with the neighboring Torrance Transit System for an expansion of its Dial-a-Lift service. The measure should receive final action in August, 1980.

In both cases, handicapped passengers who cannot ride in a taxi are referred to the accessible service by the City and taxi dispatchers.

* * * * *

In this section, a basic description of transit service in Los Angeles County has been provided. In the following sections, the 13 transit operators will be assessed for their compliance with the program accessibility requirements of the Section 504 regulation as they relate to vehicles, services, fixed facilities, and program policies and practices.

IV. ASSESSMENT OF TRANSIT VEHICLES AND SERVICES

To achieve program accessibility for vehicles and services, each transit operator must have vehicles in their fleet which can be accessed by handicapped persons who can use steps as well as those who use wheelchairs.

- . Fixed-route transit operators must have enough of these wheelchair-accessible vehicles to assure that at least one-half of the peak hour service is operated with these vehicles. All vehicles must be accessible to handicapped persons who can use steps.
- . Paratransit operators must have sufficient accessible vehicles to provide a level of service for handicapped passengers that is generally equal to that available for non-handicapped passengers.

Transit operators in Los Angeles County will satisfy the requirements for vehicles and service program accessibility by the required date of July 1, 1982. Details of their compliance are provided in this section.

1. COUNTY-WIDE, SIX FIXED-ROUTE TRANSIT OPERATORS NOW HAVE A TOTAL OF 312 WHEELCHAIR-ACCESSIBLE BUSES

A description of these vehicles, provided in Exhibit IV-1, shows that the vehicles were built by four different manufacturers. The vehicles include "new look" coaches manufactured by AM General, General Motors, and Gillig as well as advance design coaches manufactured by General Motors and Grumman/Flexible Corporations.

EXHIBIT IV-1
DESCRIPTION OF CURRENT ACCESSIBLE
FIXED-ROUTE VEHICLES

<u>Operator</u>	<u>Current Fleet</u>	<u>Number of Accessible Vehicles</u>	<u>Manufacturer</u>	<u>Year(s)</u>
SCRTD	2608	200	AM General	1978
Long Beach	163	35	General Motors RTSII	1979
		1	General Motors "New Look" ^(a)	1967
Santa Monica	136	47	Grumman Flxible 870	1979 1980
Montebello	29	18	General Motors RTS II	1979 1980
Gardena	32	2	General Motors RTS II	1978
Torrance	29	0	—	
Norwalk	27	9	Gillig	1979
Culver City	23	0	—	
Commerce	7	0	—	

(a) *Retrofitted as part of a Caltrans lift technology demonstration.*

(1) Two Systems Are Presently Taking Delivery of 243 Accessible Buses

SCRTD is now undergoing acceptance testing for 230 Grumman Flxible 870s. Some of these vehicles are in revenue service but are not in accessible service yet. This will occur when acceptance testing is complete.

Also, Torrance Transit System is receiving 13 Canadian Flyer coaches. These should be in service in several months.

(2) Before July 1, 1982, Another 1075 Accessible Buses Will Be Acquired By Los Angeles County Fixed-Route Operators

The major portion of the acquisition will be SCRTD's 940 General Motors RTS II coaches. All nine fixed-route operators, however, will be acquiring a substantial number of accessible vehicles. In most cases, the acquisitions will occur in both FY 1981 and FY 1982.

- . FY 1981 acquisitions total 1013
- . FY 1982 acquisitions total 62

A breakdown by year and by operator is provided as Exhibit IV-2. One notable acquisition will be Torrance Transit System's rehabilitation project in which 2 vehicles will also be retrofitted with wheelchair lifts and tie-downs.

(3) The Newer Vehicles Include Many Features Which Enhance Accessibility For Handicapped Passengers

These features not only aide handicapped passengers who use wheelchairs but those who can use steps, and non-

EXHIBIT IV-2
SCHEDULE FOR FIXED-ROUTE TRANSIT
COACH ACQUISITION

Operator	Number of Buses to be Acquired			Total
	FY 80 ^a	FY 81	FY 82	
SCRTD	230	940	—	1170
Long Beach	—	30	21	51
Santa Monica	—	5	12	17
Montebello	—	9	5	14
Gardena	—	14 ^b	8	22
Torrance	13	2 ^c	4	19
Norwalk	—	6	6	12
Culver City	—	6	4	10
Commerce	—	1	2	3
Total	243	1013	62	1318

^a buses listed here have not been placed in accessible service yet.

^b represents 2 orders of 7 vehicles: the first order is due September 1980.

^c rehabilitated buses that will be retrofitted.

handicapped passengers as well. These features, many of which are standard equipment on the advance design buses, include the following:

- . kneeling feature to reduce the height of the first step;
- . step risers eight-inches in height;
- . public address system to aid hearing-impaired persons and waiting passengers;
- . improved lighting on all stairwells;
- . improved lighting on all exterior doorways;
- . additional stanchions and grab bars on seats and in door areas;
- . wider doors;
- . operator signal tape below shoulder level rather than a pull cord;
- . backlit front and sign destination signs;
- . larger destination signs;
- . priority seating signs;
- . edge marking stripes on the non-skid surface of step treads; and
- . two-way radios.

All accessible vehicles have two areas for securing wheelchairs.

(4) Older Vehicles Also Contain Features to Aide Handicapped Passengers Who Can Use Steps

For example, all SCRTD buses have priority seating, extensive grab rails, non-skid flooring with edge marking

stripes, and improved stairwell lighting. The newest buses in the fleet are being equipped with luminator destination signs. Older vehicles have silk screen destination signs of yellow lettering on a black background, a low glare, high visibility combination.

Priority seating, non-skid flooring, and adequate grab rails are prevalent on all vehicles throughout the County.

2. EACH OPERATOR WILL BE ABLE TO PROVIDE ONE-HALF OF ITS PEAK HOUR SERVICE WITH ACCESSIBLE EQUIPMENT BY JULY 1, 1982.

This will satisfy the requirements for service program accessibility as defined by Section 27.85 of the regulation.

(1) Peak Vehicle Requirements Were Examined on a Route-by-Route Basis In Order to Make This Determination

For each operator, a two step calculation was prepared to identify how many accessible buses would be needed for peak hour service. The calculation assumes that vehicles are dispatched to all routes so that one-half of every route is receiving accessible service. It is recognized that individual operators may decide to dispatch their vehicles in different proportions. A formula for determining the number of vehicles for service is:

$$A = \frac{1}{2} PV + \frac{1}{2} OR$$

where,

A= number of vehicles needed to make one-half of the peak hour service accessible;

PV= total peak vehicle requirement for the system; and

OR= the number of routes with an odd peak vehicle requirement.

This formula assures that all routes have at least one-half of their buses being assigned and no "half buses" have been calculated. The sum of these two numbers represents how many vehicles each operator will need to achieve service program accessibility.

(2) All Operators Will Exceed the Required Number of Accessible Vehicles

The results of the comparison of anticipated accessible fleet size to required number of vehicles for service is shown in Exhibit IV-3. The final column shows how many vehicles will exceed the required number and can be used as spare vehicles or dispatched to provide a higher level of peak hour accessible service. In some cases, the actual number of reserve vehicles will be less since some transit operators will also be undergoing fleet expansion. In the case of Commerce where there are no spare vehicles, it is understood that one of Commerce's Medi-Ride vans would be available as a spare vehicle for the time until a fourth fixed-route vehicle is acquired (now programmed for FY 1983).

3. THE SIX "SPECIAL EFFORTS" PARATRANSIT SERVICES ARE 100 PERCENT ACCESSIBLE

These services were developed prior to the advent of fixed-route accessibility. By catering to those persons who could not use existing mass transit, it was essential that the vehicles be lift-or ramp-equipped. "Special efforts" systems include:

**EXHIBIT IV-3
COMPLIANCE WITH SERVICE
PROGRAM ACCESSIBILITY**

<u>Operator</u>	<u>Total Fleet</u>	<u>Total Peak Vehicle Requirement</u>	<u>Needed for Accessible Service</u>	<u>Accessible Fleet Anticipated by July 1, 1982</u>	<u>Vehicles in Excess of the Required Number (a)</u>
SCRTD	2608	2093	1088	1370	282
Long Beach	163	110	57	87	30
Santa Monica	136	94	52	64	12
Montebello	29	26	16	32	16
Gardena	32	29	21	24	3
Torrance	29	21	15	19	4
Norwalk	27	16	10	21	11
Culver City	23	14	7	10	3
Commerce	7	5	3	3	0 ^(b)

(a) In some cases, fleet will expand and required number will be slightly higher.

(b) Accessible vans will also be available.

<u>Operator</u>	<u>Number and Type of Vehicles</u>
Long Beach	13 vans
Montebello	2 Mercedes-Benz minibuses
Gardena	3 Superior minibuses
	2 Wayne Transette minibuses
Torrance	2 Mercedes-Benz minibuses
Norwalk	2 vans
Commerce	1 van

Tie-down capacity on these vehicles ranges from one to three.

(1) Each of These Services Will Continue to Operate After Fixed-Route Program Accessibility is Achieved

Four of the systems plan vehicle fleet replacement or expansion prior to July 1, 1982 to meet the continuing need for door-to-door service. A summary of current and future paratransit fleets follows as Exhibit IV-4. Of note are the following purchases.

- . Gardena will replace its 3 leased Superior minibuses with 3 owned vehicles. One of these new vehicles will be electrically powered.
- . Torrance Dial-a-Lift is presently operating at capacity. The expansion of the fleet from 2 to 6 vans will enable Torrance to meet more trips within the City as well as expand service to neighboring Redondo Beach.
- . Montebello's system will ultimately be operated with 8 vans. Expansion to 6 by 1982 will increase the size of the service area.
- . Commerce's Medi-Ride is also heavily used. Another vehicle will be added to the service.

These expansions should enable the "special efforts" systems to increase their service and operate in coordination with the operator's fixed-route system.

EXHIBIT IV-4
CURRENT AND PROJECTED ACCESSIBLE
PARATRANSIT FLEETS

<u>Para transit Operator</u>	<u>Current Fleet</u>	<u>Current Accessible Fleet</u>	<u>Projected Accessible Fleet by July 1, 1982</u>	<u>Number of Vehicles to be Procured</u>
Long Beach	13	13	13	0
Montebello	2	2	6	4
Gardena	5	5	5	0
Torrance	2	2	6	4
Norwalk	2	2	2	0
Commerce	1	1	2	1
La Mirada	7	2	2	0
Arcadia	4	0	1	1
Redondo Beach ^(a)	0	0	6	6
Claremont ^(b)	9	7	9	2
Total	50	34	46	12

(a) Considers future contract with Torrance Dial-a-Lift rather than current Redondo Beach Dial-a-Ride; Torrance vehicles have not been double counted.

(b) Get About Transportation rather than Claremont Dial-a-Ride.

(2) The Number of Accessible Vehicles is Expected to be Sufficient to Meet Demand

Operators' records indicate that all trips are being accommodated and that service refusals are rare. Many of the services are operated on an immediate response basis. Where this is not presently possible, the fleet expansion should greatly reduce the reservation time.

It should be noted that the continuation of these services after 1982 is being viewed as compliance above and beyond the language of the regulation. The operator still views these services as essential but recognizes that they are supplementary once the fixed-route service is accessible.

4. THE FOUR MUNICIPAL PARATRANSIT SERVICES ARE RAPIDLY APPROACHING COMPLIANCE WITH THE SECTION 504 REGULATION

As previously shown in Exhibit IV-4, only the City of La Mirada is operating accessible equipment as part of their dial-a-ride service. Arcadia is awaiting delivery of an accessible vehicle. Redondo Beach awaits contract approval for Torrance Dial-a-Lift service, and Claremont arranges with Get About Transportation for accessible service. A description of each dial-a-ride service is provided below.

In assessing these services, the evaluation will determine that the four municipalities will operate a number of vehicles that is "sufficient to provide generally equal service to handicapped persons who need such vehicles as is provided to other

persons" (Section 27.91 of the regulation).

(1) La Mirada Has 2 Accessible Vans and 5 Non-Accessible Vans

The two vans have two tie-downs each. They are able to serve all requests on the part of handicapped persons who can not use steps. There are no additional requirements placed on the person who requests an accessible van.

(2) Arcadia Has Purchased an Accessible Van to Supplement the Taxi Fleet

The van, equipped with two tie-downs, is due to arrive in December, 1980. It will be leased by the City to the Dial-a-Ride operator, San Gabriel Valley Cab Company.

- . A spare van is also being considered.
- . Future replacement vehicles will be accessible.

The Arcadia system operates without an advance reservation requirement. Service refusal has never occurred since the operator can always dispatch another taxi. This feature will enable the taxi company to "free-up" the accessible van if it is needed by a handicapped passenger since all other passengers can be transported by cab.

(3) Redondo Beach Will Be Finalizing a Service Contract with Torrance Dial-a-Lift

Redondo Beach's taxi-operated Dial-a-Ride will continue to operate and be supplemented by the Torrance Dial-a-Lift.

The local staff in Redondo Beach will monitor both services to assure that the services being provided are "generally equal" particularly with respect to service area, service hours, fare, and advance reservation requirements. As the contract has not been finalized, it is not possible to say how the Torrance service will operate in Redondo Beach. Both Torrance and Redondo Beach are committed to alleviating any inequities in the two services prior to July 1, 1982.

(4) Claremont Funds Both a Dial-a-Ride and "Get About"

The Dial-a-Ride operates with taxi cabs and is only provided within the City limits. Get About is an accessible van service operating in 4 adjacent Pomona Valley cities under the sponsorship of Pomona Valley Community Services, a private non-profit corporation. Coincidentally, both services are operated by the same company, Paul's Yellow Cab. A comparison of their services follow:

. Service Area

- Dial-a-Ride: Claremont only
- Get About: Claremont, Pomona, LaVerne and San Dimas

. Service Hours

- Dial-a-Ride: available anytime
- Get About: 8:00 a.m. - 6:00 p.m. M-F
8:00 a.m. - 5:00 p.m. Sunday

. Fares

- Dial-a-Ride: \$2.25 base, 75¢ e&h
- Get About: donations only

Reservation Time

- Dial-a-Ride: immediate or depending on demand
- Get About: prefer 1 day advance notice;
immediate needs can be met

An interagency agreement between the City of Claremont and Get About stipulates that they will work together to alleviate any discrepancies, particularly in the area of service hours.

Since March 1, 1980, Dial-a-Ride has been referring all calls for accessible paratransit service to Get About. Other Claremont residents call Get About without a referral. The City supports the Get About operation with an annual payment of approximately \$13,000.

Claremont staff are active participants in Get About meetings and in other activities of Pomona Valley Community Services. The Get About staff makes regular presentations on their operating statistics in which they identify any possible problem areas. For example, the monitoring of ridership figures is used to determine where additional service and vehicles are warranted. Through this process, Claremont is made aware of service inconsistencies between Dial-a-Ride and Get About and can work towards resolving them.

* * * * *

This section has documented that all 13 transit operators will comply with the vehicle and service program accessibility requirements by July 1, 1982. The next section will document the accessibility of transit fixed facilities.

V. ASSESSMENT OF TRANSIT FIXED FACILITIES

This section of the Transition Plan describes the accessibility of each operator's transit fixed facilities and the plans to modify inaccessible facilities. The discussion will span administrative offices, transit centers, park-n-ride lots, customer assistance and ticket sales offices, bus shelters and curb cuts. Excluded from the discussion are employee-related facilities. These were addressed in a previously prepared report.

1. SCRTD'S FIXED FACILITIES WERE SURVEYED BY THE ENGINEERING DEPARTMENT

Using a checklist developed from the criteria specified by the American National Standards Institute (ANSI), (Exhibit V-1) the Department reviewed the 11 operating divisions, central maintenance facility, headquarters building, five terminals, four passenger stations and ten ticket offices.

For each facility, the public areas, employee areas, and attached parking lots were evaluated. This discussion is concerned with those areas open to the public. A more detailed discussion can be found in the RTD's own plan.

**EXHIBIT V-1
SCRTD GUIDE TO
DETERMINING
FIXED FACILITIES
ACCESSIBILITY**

Entrance and Exits

- At ground entrance
- Ramp (non-slip surface) width min. - 3ft. w/handrails, length max. -30 ft.
- Width of door/width min. - 3 ft. w/threshold flushness not greater than 1" w/knob and auxiliary handle; height max. - 3 ft.

Interior Stairs

- Non-skid tread
- Nosing (colored) and rounded
- Handrails

Halls and Corridors

- Width min. - 5 ft.

Utilities (Public)

- Drinking fountain height max. - 32 overhand 6" from wall
- Telephone (public) - 4 ft. max. height from floor to coin slot

Public Toilets and Lavatory

- Stall width min. - 44" x 48" min. in front of toilet
- Grab bars - one on side and rear
- Outward swinging door min. width - 44"
- Restricted heights of toilet seat and roll paper holder (1'-8" & 3' - 3")
- Restricted heights of wash basin and towel dispenser
- Clear turning radius of 5 ft. min.

Parking

- Clearly marked car stalls
- Location close to building entrance
- Dropped curbs in path of travel to building (where needed)
- 8 ft. min. stalls width plus 4 ft. min. clearance between stalls

Auxiliary Features

- Audible and visual signals to provide warning
- Raised letters and numbers to identify locations
- Level changes negotiable

(1) The Transportation Area at 8 of 11 Divisions is Accessible

Modifications for the other three divisions and the central maintenance facility, as well as minor revisions at these eight, are either in progress or programmed. As a result of this survey, SCRTD intends to develop an implementation schedule by FY 1982 which will estimate costs and assign priorities. For extraordinarily expensive modifications, the District has until July 1, 1989 to complete the renovations.

(2) SCRTD's Headquarters Building is Fully Accessible

Some of the features of the building are:

- . Wide, double doors (some areas have electric eyes);
- . Lower buttons on the elevators;
- . A dwell time extender on the elevators; and
- . Accessible restrooms.

This makes the building accessible to employees, members of the general public who are requesting information, and members of the handicapped community who participate on advisory committees and at public hearings.

(3) Three of Four Passenger Stations Are Accessible

These three were constructed as part of the El Monte Busway. The University and Medical Stations are accessible

to bus service only. Accessible restroom and auxiliary features will be implemented at a later date.

The fourth passenger station is the lower level of the Greyhound station in downtown Los Angeles. RTD does not anticipate renewing the lease for this facility after 1982. Rather, RTD will move this terminal operation to Union Station where the busway, downtown people mover, and rapid rail starter line are proposed to intersect.

RTD's four terminals are not used by the general public. They serve as layover and overnight storage facilities.

(4) All Ten Ticket Offices Were Determined to be Accessible

These offices, located throughout the service area, sell tickets and passes, prepare photo identification cards, and distribute service information. Some of the facilities have a lower counter which is more easily used by persons in wheelchairs.

In addition, RTD monthly passes are on sale at numerous locations throughout the service area.

(5) Many Park-n-Ride Lots Will Require Minor Modifications

The Bus Planning Department evaluated the 20 park-n-ride lots served by District buses and determined that many of them will require curb cuts and ramps. The District does not own these facilities and cannot undertake the construction of these ramps, but is committed to working with the lot

owners to urge them to make them accessible. Additionally, in selecting future lot sites, the District will stress the importance of accessibility features.

(6) Prior to Initiating Accessible Service, the SCRTD's Stops and Zones Section Judges Each of the Stops Along the Route

Twelve different criteria are used to judge the stop (Exhibit V-2). If the stop meets the criteria, an international accessibility symbol (white wheelchair on a blue field) is placed on the bus stop pole directly beneath the yellow RTD triangle. This indicates that the lift can be deployed at this stop.

For inaccessible stops, the District notifies the local jurisdiction and requests the improvements.

(7) Bus Shelters for RTD Passengers Are Being Installed by the City of Los Angeles

The District has no direct control over the design, location, or installation of these shelters. During the planning stages, though, District staff did provide input and recommended that accessibility be included in the design and installation standards.

2. MODIFICATIONS TO LONG BEACH'S AND SANTA MONICA'S ADMINISTRATIVE FACILITIES ARE CURRENTLY PLANNED

Included in these overall modifications are features to enhance accessibility. The following barriers presently exist and will be eliminated by 1982.

**EXHIBIT V-2
SCR TD CRITERIA
FOR JUDGING BUS STOP
ACCESSIBILITY**

1. Curb height
2. Presence of unimproved roadway
3. Access to bus zone area
4. Presence of ramps or curb cuts
5. Presence of obstructions such as benches, newspaper racks or trees
6. Limited space on or access to medians
7. Grass, weed or ivy obstructions in area
8. Sprinkler heads or other dangerous protrusions
in area
9. Presence of gravel, rock or sand in zone
10. Access to stops requiring a level change (free-way stops)
11. Roadway with a high crown
12. Presence of other physical conditions judged to be
beyond the mechanical limitations of the lift

- . Long Beach - Modifications will be made to make the restrooms accessible, improve the ease of entrance to the customer service area, and provide for access to the second story conference and work areas.
- . Santa Monica - There is a need to modify access doorway and restroom interiors. Curb cuts are needed outside of the facility.

Public hearings for Santa Monica Municipal Bus Lines are held at Santa Monica City Hall, which can be accessed via ramps and elevators. Council meetings are also broadcast on the local radio station.

(1) Other Long Beach Programs Include the Downtown Transportation Project and the City's Curb Cut Program

The downtown transportation project is in the final design stages and will comply with the ANSI standards.

Long Beach Transit and its Advisory Committee will provide input to the City in assigning curb cut priorities. The city program calls for 150 curb cuts annually.

(2) Santa Monica Has Bus Benches Throughout the City

These benches provide additional comfort for handicapped persons who are not wheelchair users. They are available at almost 300 locations throughout the service area.

3. FEW MODIFICATIONS ARE NEEDED TO THE FACILITIES OF SMALL MUNICIPAL OPERATORS

An assessment of fixed facilities included the operator's City Hall, administrative offices, other ticket and registration

offices, terminals and bus shelters. In general, the following features were evident in most City Halls, offices, and terminals:

- . Ramps,
- . Level entry,
- . Elevator (for multiple story buildings),
- . Wide doors,
- . Light weight doors,
- . Priority parking spaces,
- . Curb cuts,
- . Accessible restrooms, and
- . Lower ancillary features including telephones, water fountains, and bulletin boards.

The Torrance City Hall is also equipped with electric eye doors and has door handles rather than knobs. The Council chambers in the Norwalk City Hall have earphones for hearing disabled persons at specially marked seats.

As Exhibit V-3 illustrates, all but four facilities are accessible. Barriers and programs to eliminate them are discussed below.

(1) Gardena's Administrative Offices Are On the Second Floor Of an Inaccessible Building

The building does not have an elevator. Gardena staff indicate that services to the public are rather limited and as a result public contact is infrequent.

EXHIBIT V-3
ASSESSMENT OF FIXED
FACILITIES – SMALL
MUNICIPAL FIXED ROUTE
OPERATORS

<u>Operator</u>	<u>Facility</u>	<u>Accessibility Status</u>		
		<u>Adequate</u>	<u>Needs Minor Revisions</u>	<u>Needs Major Revisions</u>
Montebello	City Hall	X		
	Transit Facility	X		
	Pico Rivera Terminal	X		
	Bus Shelters (10)	X		
Gardena	City Hall	X		
	Administrative Office			X
	Human Services Dept.	X		
Torrance	City Hall	X		
	Operations Facility		X	
	Downtown Terminal		X	
	Del Amo Terminal	X		
Norwalk	City Hall	X		
	Administrative Office	X		
	Norwalk Square Terminal	X		
	Bus Shelters (5)	X		
Culver City	City Hall	X		
	City Yard	X		
Commerce	City Hall	X		
	Bus Shelters (7)		X	

**EXHIBIT V-4
SAMPLE BUS SHELTER ASSESSMENT -
CITY OF COMMERCE**

LOCATION	NUMBER OF	DIMENSIONS	SUFFICIENT AREA FOR WHEELCHAIR	NUMBER OF FEET FROM CURB	SUFFICIENT DISTANCE	CURB CUTS	OTHER DEFICIENCIES	PLAN TO MODIFY 7-1-82
Astor and Everington (Senior Citizen Center)	1	7'4" x 4'10"	YES	16'	YES	YES	Bench Blocking Access	YES
Commerce Way (at City Hall)	1	7'4" x 4'10"	YES	6'	YES	NO	NONE	YES
Atlantic and Jardine (Branch Library)	1	7'4" x 4'10"	YES	11'	YES	YES	NONE	NO
Astor Ave. and Hepworth (Bandini Park)	1	7'4" x 4'10"	YES	6'	YES	NO	NONE	YES
Gage Ave. and Greenwood (Library Branch)	1	7'4" x 4'10"	YES	4'	NO	NO	NONE	YES
Whittier Blvd. (Commerce Shopping Center)	2	11'10" x 4'10"	YES	5'	YES	NO	NONE	YES
Gage Ave. and Pacific Drive (Senior Apartment Complex)	1	(PENDING INSTALLATION WILL MEET STANDARDS)				YES	NONE	NO

The more frequently used facilities for obtaining service information - - City Hall and the Human Services Department - - are accessible. The Human Services Department provides the fullest range of services as it is the only location where there is a camera for photo identification cards. Thus, handicapped residents requesting information are referred to the Human Services Department.

(2) Two Inaccessible Facilities in Torrance Will Be Modified or Replaced Before July 1, 1982

The first is the operations and maintenance facility. Grant approval has been received for the land acquisition and design of a new facility. Construction is scheduled to be completed by the Spring of 1982. The new facility will be completely accessible to handicapped persons.

The second inaccessible facility is the terminal in downtown Torrance. It is scheduled for demolition during 1980 and will be replaced by accessible bus shelters. Included will be reachable telephones and schedule displays.

(3) Commerce Will Modify Several Bus Shelter Installations

An assessment of the seven bus shelters in Commerce was prepared for the operator's plan and follows as Exhibit V-4. Three major barriers to accessible shelters have been identified:

- . Benches blocking access,
- . Insufficient setbacks, and
- . Lack of curb cuts.

These will be corrected before July 1, 1982.

4. THE FOUR MUNICIPAL DIAL-A-RIDE SERVICES OPERATE WITH VERY FEW FIXED FACILITIES

As service is provided door-to-door, most of their facilities are used for registration and public hearings. In some cases, registration can be handled through the mail. All four dial-a-rides have offices in their City Halls. All four of the City Halls are accessible. Administrative offices and City Council chambers are on the ground floor. Specific fixed facility details are provided below:

- . LaMirada sells fares and passes on board the vehicles, thus eliminating the special trip to City Hall.
- . A special outdoor elevator has been added to the Arcadia City Hall to overcome a five-step entrance.
- . Grocery stores in Redondo Beach provide seating near public phones for dial-a-ride passengers.
- . Claremont and Redondo Beach make tickets available at several locations including libraries and retirement homes.

No inaccessible fixed facilities have been identified for the four municipal dial-a-ride services.

* * * * *

Transit fixed facilities utilized by the general public throughout Los Angeles County are or will be accessible to handicapped persons by July 1, 1982. This satisfies the

requirements of Section 27.83 of the regulation. The next section of this Transition Plan will document compliance with program policies and practices.

VI. ASSESSMENT OF PROGRAM POLICIES
AND PRACTICES

This section of the County-wide Transition Plan synthesizes and summarizes the program policies and practices of the 13 transit operators. An assessment was made of the policies for each of the 13 areas identified in Section 27.95 of the regulation. Two separate reviews were made - - one for fixed-route services and one for paratransit services. The level of detail to which each operator's policies is described is commensurate with the size and nature of the transit system.

1. THERE ARE NO POLICIES AND PRACTICES WHICH PREVENT THE OPERATORS FROM ACHIEVING FIXED-ROUTE PROGRAM ACCESSIBILITY BY JULY 1, 1982

The policies summarized in this section have been assessed as adequate in terms of complying with the spirit and intent of the Section 504 regulation. Any modifications that are still needed are because of two major reasons:

- . The operator does not have any accessible buses yet; or
- . The policy exists but needs to be documented formally.

Each of the 13 program policy and practices areas is briefly discussed below. Not included in the discussion are employment policies. These have been addressed in a separate document previously prepared by LACTC.

(1) Safety and Emergency Policies Address Transporting Handicapped Persons Under Many Circumstances

During routine procedures, operators are instructed to assure that the handicapped passenger has boarded safely and that the wheelchair is securely in the tie-down. Should an emergency occur, the operator is instructed to use the two-way radio and notify the dispatcher and appropriate emergency service. Emergencies include both a passenger's personal emergency and a vehicle-related emergency. Specifics on these procedures follow as Exhibit VI-1.

(2) All Operators Receive Sensitivity Training Prior to Their Assignment to an Accessible Route

Many of the driver training programs included sensitivity training even before accessible buses were placed in service. The program was then expanded to include specifics on the lift operation. For example, SCRTD has two different programs:

- . Passenger relations training with two hours devoted to elderly and handicapped passengers; and
- . Accessible bus training, a four-hour special program.

Radio dispatchers and road supervisors also receive sensitivity training. Telephone information operators are also instructed in sensitivity to handicapped callers. Specifics for all fixed-route operators follow as Exhibit VI-2.

**EXHIBIT VI-1
SAFETY AND EMERGENCY
PROCEDURES FOR FIXED-
ROUTE SERVICE**

<u>Operator</u>	<u>Safety and Emergency Procedures</u>	<u>Modifications Needed</u>
SCRTD	Radio Dispatchers and Road Supervisors direct the handling of all passengers including those with mobility impairments. Regular procedures exist for emergency procedures such as a disabled bus or an inoperable lift.	None
Long Beach	Driver reports emergencies by radio. Supervisors, maintenance personnel, police, fire, and paramedics are available. Preferential seating is provided near the front door for faster evacuation.	None
Santa Monica	Buses are radio-equipped. Operators receive training in dealing with patron injuries, health problems, and other emergencies.	Policy should specify handicapped passengers.
Montebello	Procedures exist for the safe handling of vehicles and for dealing with emergencies.	Policy should specify handicapped passengers.
Gardena	Driver radios administrative office for help. Elderly and handicapped passengers are assisted first.	None
Torrance	Operators are instructed to assist handicapped passengers first in an emergency.	None
Norwalk	Buses are radio-equipped. Driver reports emergency to dispatcher who contacts the appropriate service.	None
Culver City	Drivers will receive additional safety training when accessible vehicles arrive.	Policy should specify handicapped passengers.
Commerce	All vehicles are radio-equipped. Driver reports emergencies immediately. Policy will be expanded when accessible vehicles arrive.	Policy should specify handicapped passengers.

EXHIBIT VI-2
SENSITIVITY TRAINING POLICIES

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	Operators receive 8 hours of passenger relations training including 2 hours devoted to elderly and handicapped passengers. The program includes a slide tape presentation, discussions of disabilities, and training on the problems of blind patrons. The Accessible Bus Training Program is a 4-hour course for operators. Radio dispatchers and road supervisors also take the course. Passenger Information Operators receive sensitivity training.	None
Long Beach	Sensitivity training is part of the initial driver training program. It will be included in a retraining program. Flyers and agency newsletters will be used to increase awareness.	None
Santa Monica	Operator training program includes sensitivity training. It also includes training on the safe operation of the accessible components.	None
Montebello	A special training program has been developed. Employees are trained to handle the special needs of elderly and handicapped riders.	None
Gardena	Sensitivity films are shown periodically to drivers and other staff. Supervisors are trained to instruct the drivers in proper methods of aiding passengers. Drivers also receive first aid training.	None
Torrance	Sensitivity training will be initiated before placing accessible buses in service..	None
Norwalk	Eight hours of the driver training program covers safety and emergency procedures for handicapped passengers, sensitivity training, and accommodations for companions or aides. Refresher training is also provided.	None
Culver City	Current training includes 2 films on the special needs of handicapped passengers. Lift training will occur when the accessible buses arrive.	None
Commerce	Drivers are instructed in safety and sensitivity. Training will be expanded prior to the start of accessible service.	None

(3) Policies Exist to Permit Aides or Companions of Handicapped Passengers

No system prohibits aides, companions, or seeing eye dogs from accompanying a handicapped passenger. Nor do they impose any additional fare requirements on the aide or companion. In most cases, this person pays the fare for which they are eligible, usually the regular adult fare. Policies are defined in Exhibit VI-3.

(4) Operators Enhance Their Accessible Service Through Intermodal Coordination

Operators are working with each other to develop interfaces between accessible routes. When phasing-in their accessible services, consideration is given to serving other modes (e.g., Amtrak, airports, intercity bus) and other transit operators. For example:

- . SCRTD's first accessible route, implemented November, 1980, serves LAX Airport.
- . Santa Monica and Norwalk also operate accessible buses to LAX Airport.

Service is also provided to Union Station, the downtown Los Angeles Greyhound Terminal, the Santa Monica Greyhound Terminal, Hollywood-Burbank Airport, and the Long Beach Municipal Airport. Details follow as Exhibit VI-4.

(5) Operators Work Closely With Social Service Agencies

Included in their coordination activities are the following efforts:

**EXHIBIT VI-3
ACCOMMODATION OF AIDES
OR COMPANIONS POLICIES**

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	Companions or aides may ride under the same fares and restrictions which apply to all passengers. Disabled passengers are encouraged to bring a companion for the first few trips. Seeing-eye dogs are permitted; a program exists for training seeing eye dogs. Programs also exist to train blind and developmentally disabled passengers.	None
Long Beach	Guide dogs are permitted. Companions or aides pay their regular fare.	None
Santa Monica	Guide dogs are permitted. Companions pay full fare (handicapped passenger rides for free so both pay one full fare).	None
Montebello	A new fare allowing companions to pay half-fare is being considered. In this way the passenger and aide pay one full fare. Guide dogs are permitted.	None
Gardena	Aides pay full fare. Guide dogs are permitted.	None
Torrance	Guide dogs are permitted. Companions will pay full fare (handicapped passengers ride for free)	None
Norwalk	Attendants are allowed to ride for half-fare. Guide dogs are permitted.	None
Culver City	Seeing eye dogs are permitted. Companions are permitted and pay the full fare.	None
Commerce	Guide dogs are allowed. The system is fare free to all.	None

EXHIBIT VI-4
INTERMODAL COORDINATION POLICIES

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	The first accessible line serves LAX airport. Service is also provided to Hollywood-Burbank airport, Union Station, and bus terminals. Planned transit centers at major transfer points will provide for transfers to other operators. Other fixed route services appear on the RTD system map. Information operators use an alternative services guide. Staff will supply other operators with a list of accessible routes and stops in their area.	None
Long Beach	Serves Greyhound, Trailways, Airport Service, and Long Beach Municipal Airport. Planned downtown transportation project will improve coordination. Will honor transfers from fixed route buses on Dial-a-Lift.	None
Santa Monica	Serves Greyhound terminal in Santa Monica and LAX airport. Coordinates accessible service with SCRTD along Wilshire and Santa Monica Boulevards.	None
Montebello	Service interfaces with SCRTD, Commerce, Norwalk, Monterey Park, and TELACU-East L.A. Dial-a-Ride. Efforts are underway to coordinate with SCRTD'S accessible line No. 820.	None
Gardena	Can transfer to 35 SCRTD routes, 2 Torrance routes and 1 Santa Monica route. Arranged specific policy with SCRTD for accessible bus transfers at downtown L.A. Greyhound terminal.	None
Torrance	Services are coordinated with SCRTD, Long Beach, Gardena, and Redondo Beach.	None
Norwalk	Service interfaces with SCRTD, Long Beach, Montebello, La Mirada and Santa Fe Springs. System map identifies these transfer points. A special route provides accessible service to LAX airport.	None
Culver City	Coordinate with SCRTD and Santa Monica to ease intersystem transfers. Coordinates with the Senior Center's accessible van. Additional coordination will occur when the accessible buses arrive.	None
Commerce	Service connects with SCRTD and Montebello. Additional coordination will occur when the accessible buses arrive.	None

- . Obtaining input while planning accessible service and preparing the Transition Plan;
- . Distributing service information;
- . Encouraging coordination of paratransit services; and
- . Providing training for future transit users.

Specific agency coordination practices are summarized in Exhibit VI-5 for each fixed-route service operator.

(6) Brochures and Timetables Have Been Prepared as Marketing Tools

The brochures illustrate the use of the lift and tie-down. Timetables indicate which trips are scheduled for accessible buses. These marketing aids are distributed for individual and agencies.

The issue of information for hearing- and vision-impaired persons is currently unresolved.

- . SCRTD is the only operator with a special TTY line. Other operators are studying the feasibility of installing a TDD (telecommunications device for the deaf).
- . Information in Braille is not readily available. Long Beach intends to mail Braille notices to blind persons. SCRTD is studying raised numbers on bus stop poles and has prepared a grant for studying how to provide schedule information to blind persons.

LACTC will assist the operators in determining the most effective means of providing this information. The size of the systems involved would seem to warrant a coordinated approach to installing TDDs and preparing Braille or taped

EXHIBIT VI-5
POLICIES ON COORDINATION WITH
AGENCIES AND INSTITUTIONS

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	A formal bus stop coordination program has been initiated with several agency dial-a-ride services. Telephone operators refer callers by using the Alternative Services Guide. The Staff works with the L.A. City School System, Braille Institute, Spastic Children's Foundation, West L.A. Center for Independent Living, Rancho Los Amigas, Center for Living Independently for Multi-handicapped Blind, Cal State L.A. Center in Mental Retardation and many other agencies that work with disabled persons.	None
Long Beach	The agency supports the Escort Program for Senior Citizens. The staff participates with other agencies whenever appropriate.	None
Santa Monica	Coordinates with the Volunteer Action Center and the Westside Community for Independent Living. Agencies with paratransit services are encouraged to feed the accessible buses.	None
Montebello	Service information is provided to senior citizen centers and other agencies. The Citizens Advisory Council includes agency representatives.	
Gardena	The City's Human Services Department works closely with elderly and handicapped organizations and individuals. Workshops have been held with the Gardena Affiliated Committee on Aging and the South Bay representatives of Disabled Services, Inc. Information is provided to hospitals and agencies.	None
Torrance	Local workshops have been held. The staff works with the South Bay chapter of the California Association of the Physically Handicapped. Coordination will expand as accessible service is implemented.	None
Norwalk	The Norwalk Social Service Center provides transportation information to clients through its Outreach Program. The system coordinates with the Norwalk Committee on Aging.	None
Culver City	Current coordination is centered in the Culver City Community and Social Services Division. It will broaden during the transition plan review and the planning for accessible service.	None
Commerce	The bus system is a division within the Department of Community Services. Service is provided to the Senior Citizens Center. The staff participates with many other agencies and will expand their activities when accessible buses arrive.	None

materials. Until this assessment is complete, operators will continue their own special actions. Summarized in Exhibit VI-6, these include providing an adequate number of telephone operators, arranging for sign language interpreters, and working with the staff of the Braille Institute.

(7) No Leasing, Rental, or Procurement Practices Constrain Accessibility

Few agencies are affected by this policy and practice area. (Exhibit VI-7 illustrates this.) The exceptions include the following:

- . SCRTD provides three contract minibus services. These are presently being re-evaluated. Included in this re-evaluation will be an assessment of equipment.
- . Both Gardena and SCRTD have routes which terminate on the inaccessible lower level of the downtown Los Angeles Greyhound Terminal.
 - Handicapped passengers are informed to use the bus stop outside of the terminal rather than the berth inside.
 - The leases for this facility are not expected to be renewed after 1982. By this time, the accessible intermodal terminal at Union Station should be complete.
- . Owners of park-and-ride lots served by SCRTD buses are being asked to modify their facilities to improve accessibility.

No other leases exist for equipment or facilities. All operators procure accessible buses.

**EXHIBIT VI-6
POLICIES ON
MARKETING CONSIDERATIONS**

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	A brochure on accessible service, "The New Mobility" is updated periodically with map inserts. A movie is also available to go along with the brochures. Timetables indicate accessible runs. Accessible bus stops are marked. A TTY exists; a grant is being prepared to develop schedule information for blind persons. Bus stops signs with raised numbers on the poles are being studied. User demonstrations are provided. Telephone information is provided 24 hours & 7 days a week. Information on schedules and stops is provided to other operators.	None
Long Beach	Timetables are printed in large type. Telephone information is available 15 hours a day. Special group training on bus use is available. TTY installation is being studied. A mailing list of blind patrons is being developed. They will receive service notices in Braille. Organizations will be informed of service changes. Accessible stops will be identified.	None
Santa Monica	Developing a "How to Ride the Big Blue Wheelchair Lift Buses" brochure. Bus stops are marked with accessibility symbols. TTY service will be studied. The system will work with the Braille Institute to explore possible ways of providing information to blind persons.	None
Montebello	System map and schedule is color-coded and indicates accessible service. It is distributed to agencies and senior citizen centers and published in various newsletters. Telephone operators also provide information on SCRTD services.	Need to address information for blind and deaf persons.
Gardena	Schedules indicate accessible trips. Schedules appear in newspapers and are mailed on request to agencies and individuals. The Human Services Department provides marketing services also.	Need to address information for blind and deaf persons.
Torrance	A marketing program for accessible service will be developed before the service is initiated. Information for blind and deaf persons, including the use of a TDD and Braille, will be investigated.	None

EXHIBIT VI-6
POLICIES ON
MARKETING CONSIDERATIONS
(Continued)

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
Norwalk	An "Accessible Bus Guide and Schedules for the Norwalk Transit System" is available. It illustrates lift and tie-down use, explains policies, and indicates accessible trips.	Need to address information to blind and deaf persons.
Culver City	The only current marketing services are bus schedules and telephone information. Operators give information on connecting carriers. Marketing will expand with the arrival of accessible vehicles. Information for blind and deaf persons will be studied.	None
Commerce	Timetables are printed in bold type. The system is color coded. Information is distributed through the city newsletter, newspapers, committees and meetings. The library staff is available to provide service information at City Hall in sign language. Information on accessible service will also be prepared and distributed when the buses arrive. A study of telephone access, particularly for blind and deaf persons, will be made.	None

EXHIBIT VI-7
LEASING, RENTAL AND PROCUREMENT POLICIES

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	Accessible equipment can be leased upon request. Contract minibus service is provided in three areas. These are presently being reevaluated. Included will be an evaluation of equipment. Staff is working with park & ride lot owners to encourage accessibility modifications.	None
Long Beach	No facilities or vehicles are leased or rented.	None
Santa Monica	No facilities or vehicles are leased or rented. No transit service is purchased.	None
Montebello	No facilities or equipment are leased or rented. There are no contracts for service. Accessible equipment is procured.	None
Gardena	No facilities or equipment are leased or rented for fixed-route service. No practices adversely affect achieving accessibility.	None
Torrance	None of the leasing, rental or procurement practices discriminate against handicapped persons.	None
Norwalk	None of the leasing, rental, procurement or administrative practices present a barrier to handicapped persons.	None
Culver City	No existing practices present a barrier. The system does not lease or rent any vehicles or services.	None
Commerce	No facilities or vehicles are leased or rented.	None

(8) Other Operators Are Actively Involved in Planning and Providing Accessible Service

Operators work together to plan accessible service. The major avenues for their coordinated planning are LACTC's Bus Operators Subcommittee and SCAG's Transit Advisory Committee. In addition, several of the operators have a paratransit service that is provided through a local taxi company. Specifics for each operator follow as Exhibit VI-8.

(9) Operators Are Working Together to Resolve Regulatory Constraints

Much effort has been devoted to eliminating boarding and alighting restrictions in areas served by both SCRTD and the municipal operators. Recently, SCRTD and Santa Monica eliminated these constraints in two overlapping corridors where accessible service is now being provided.

The situation of accessible service to and through LAX Airport is another area for possible LACTC action. SCRTD and Santa Monica passengers are dropped off at a transfer point for the intra-airport shuttle. An accessible ~~van is maintained by the Department of Airports and can meet~~ these buses. The Commission's efforts would be in assuring that a coordinated transfer can be readily arranged for handicapped passengers, or that buses with handicapped passengers on board be permitted to circulate through the airport. Regulatory constraints are identified in Exhibit VI-9.

EXHIBIT VI-8
 PLANNING POLICIES
 TO INVOLVE PUBLIC AND PRIVATE OPERATORS

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	The District provides only fixed route bus service. It works with other providers of accessible service in planning services and facilities. Preliminary engineering for the fully accessible Rapid Transit Starter line in the Wilshire Corridor has been funded. The District participates in LACTC and SCAG activities.	None
Long Beach	The agency is not responsible for planning other services. Dial-a-Lift service is operated by a taxi company. The agency participates in LACTC and SCAG planning activities.	None
Santa Monica	Fixed-route services are coordinated with SCRTD and Culver City. Paratransit operators have been encouraged to feed the accessible buses. The system participates in coordination through LACTC and SCAG planning activities.	None
Montebello	The system is an active participant in LACTC and SCAG planning activities. Staff works with other providers in the area including TELACU.	None
Gardena	Service to surrounding areas in coordinated with the Cities of Torrance, Lawndale, and Hawthorne. The E&H System is operated by a taxi company. Staff participates in LACTC and SCAG activities.	None
Torrance	The system participates in planning and coordination activities through LACTC and SCAG. Its Dial-a-Lift service will be expanding to other surrounding cities to provide more accessible service in these areas.	None
Norwalk	The system participates in planning activities through the LACTC Bus Operators Subcommittee and the SCAG Transit Advisory Committee.	None
Culver City	The system participates in County-wide activities through LACTC and SCAG. Support is given to Section 16(b)(2) applicants along with a pledge of coordination. The system works with the Department of Human Services which operates an accessible van.	None
Commerce	The system is not responsible for planning other services. It coordinates with SCRTD and Montebello and participates in LACTC and SCAG activities.	None

**EXHIBIT VI-9
POLICIES TO ADDRESS
REGULATORY REFORMS**

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	The District is working towards eliminating boarding restrictions along routes served by both SCRTD and municipal operators.	Coordination of accessible services at LAX airport needs to be addressed.
Long Beach	The agency is working with SCRTD to review boarding restrictions.	None
Santa Monica	Boarding restrictions have been eliminated on the two accessible corridors served by both SCRTD and Santa Monica.	Coordination of accessible services at LAX airport needs to be addressed.
Montebello	There are no known regulatory constraints. There are no entry restrictions for new providers.	None
Gardena	No regulatory restrictions have been identified. An understanding exists with the City of Torrance to allow each other's passengers to be dropped off in the other city.	None
Torrance	No regulatory restrictions have been identified.	None
Norwalk	No regulatory restrictions have been identified.	None
Culver City	No regulatory restrictions have been identified.	None
Commerce	No regulatory constraints exist. The City Council encourages policies to improve accessibility.	None

(10) Policies Exist for the Supervision of Accessible Service

These management supervision policies are delineated in Exhibit VI-10. In general, they include procedures for the following:

- . Monitoring ridership,
- . Responding to in-service problems, and
- . Supervising the dispatching of accessible buses.

Of particular note are SCRTD's requirements that operators call the dispatcher whenever the lift is used and Santa Monica's modifications to the standard complaint form to include accessibility-related complaints.

(11) Cycling and Inspection Practices Have Been Implemented

Using the manufacturers' guidelines as a starting point, the operators have developed inspection and preventive maintenance programs for the accessibility components. Drivers or mechanics are required to cycle the lift at least once a day to assure that it is in proper working order before the bus is dispatched for service. Specific maintenance practices are described in Exhibit VI-11.

(12) Labor Agreements and Work Rules Do Not Constrain Accessible Service

Services continue to be provided without labor-related restrictions. Existing agreements do not have any discriminatory provisions. No constraints or restrictions are anticipated for the future. Policies are presented in Exhibit VI-12.

**EXHIBIT VI-10
MANAGEMENT SUPERVISION POLICIES**

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	Operators are supervised closely in wheelchair lift operations. Operators are instructed to call the Radio Dispatch Center whenever they use the lift. Road supervisors are trained and dispatched to handle situations which may require manual operation of the lift.	None
Long Beach	There are no policies that would limit accessibility.	Policy should be defined in more detail.
Santa Monica	The Assistant Director of Transportation has been designated as responsible for the supervision of accessible vehicles. The standard complaint form has been modified to include accessibility-related complaints.	none
Montebello	Routine supervision is an existing procedure.	Policy should be defined in more detail.
Gardena	No supervisory practices adversely affect accessibility. Accessible vehicle and facilities are supervised to the same extent as any other city facility or vehicle.	None
Torrance	Supervision of accessible vehicles will be incorporated into current procedures. Dispatching, operations, and ridership will be monitored.	None
Norwalk	Supervision of accessible vehicles has been incorporated into current procedures.	Policy should be defined in more detail.
Culver City	A position of Road Supervisor has been developed. One responsibility will be the supervision of accessible services. Policies and procedures will be developed as needed.	None
Commerce	No management policies constrain accessibility. The Superintendent of Transportation will be responsible for supervising accessible service.	None

EXHIBIT VI-11
MAINTENANCE POLICIES

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	An inspection and repair program has been developed. Operators are instructed to test the lift equipment before leaving the yard. This procedure will be revised if necessary. Accessible vehicles are replaced in service by spare accessible vehicles whenever possible.	None
Long Beach	Lifts are tested before the bus pulls out of the yard.	None
Santa Monica	One specially-trained mechanic works on the lift and assures that they are in proper working order. Drivers report all malfunctions. Maintenance procedures follow the manufacturer's guidelines.	None
Montebello	Cycling procedures and a preventive maintenance program exist.	None
Gardena	Transit vehicles have a priority over any other city vehicles. All vehicles are inspected daily.	None
Torrance	Lift cycling requirements and inspection procedures will be finalized before service is implemented.	None
Norwalk	The lift is cycled at every pull-out and at the time of an operator shift change.	None
Culver City	The Road Supervisor will work closely with the manufacturer to develop appropriate procedures. Security procedures will be reviewed and modified when accessible buses arrive.	None
Commerce	Daily cycling and a preventive maintenance program will be implemented. The system will assure that the maintenance staff has adequate training and knowledge.	None

EXHIBIT VI-12
POLICIES ON LABOR AGREEMENTS
AND WORK RULES

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	Nothing has been identified in the agreements which might hinder accessibility. Special provisions are included in the Operating Employee's Service Guide including the need to assist disabled passengers and calling out bus stops.	None
Long Beach	The contract does not discriminate between service to handicapped and non-handicapped persons	None
Santa Monica	Work rules do not restrict transportation of handicapped persons.	None
Montebello	Practices are not discriminatory.	None
Gardena	No labor agreements adversely affect accessibility.	None
Torrance	Work rules do not restrict the transportation of handicapped persons.	None
Norwalk	Operators belong to the Norwalk City Employee Association. Work rules do not discriminate between services to handicapped and able-bodied persons.	None
Culver City	The city will review its work rules and labor agreements before accessible service is implemented.	None
Commerce	Employees are not under a union labor agreement but are governed by the City's Personnel Resolutions. The resolution has no discriminatory provisions.	None

(13) Insurance Coverage Is Adequate

There are no insurance-related restrictions regarding the transport of handicapped passengers. Each operator has determined that it is adequately insured, either through commercial coverage, a city policy, or self-insurance, to handle any claims relative to accessible service. A description of insurance coverage is provided as Exhibit VI-13.

2. POLICIES AND PRACTICES FOR PARATRANSIT SERVICE SATISFY THE REGULATION

Policies and practices for all 13 areas have been assessed for the six "special efforts" services and the four municipal dial-a-ride services. The assessment included both services planned for Redondo Beach (Dial-a-Ride and Torrance Dial-a-Lift) and both services operated in Claremont (Dial-a-Ride and Get About Transportation).

(1) Radio-Equipped Vehicles Enable the Drivers to Respond to Emergencies

The radios are used to contact dispatchers and paramedics. Torrance Dial-a-Lift drivers are instructed to assist handicapped passengers first. Get About drivers are trained in first aid and cardiopulmonary resuscitation.

(2) All Drivers Have Received Sensitivity Training

These programs are repeated periodically as refresher training. The Claremont Dial-a-Ride operator holds monthly

EXHIBIT VI-13
POLICIES ON INSURANCE
COVERAGE ADEQUACY

<u>Operator</u>	<u>Policy</u>	<u>Modifications Needed</u>
SCRTD	Current insurance program provides complete coverage for public liability and public damage. There are no policy restrictions which single out or diminish the legal rights of handicapped individuals.	None
Long Beach	The agency is self-insured with a high limit deductible.	None
Santa Monica	The system is self-insured up to \$100,000. Full liability coverage is provided for all patrons. There are no restrictions or special conditions relative to handicapped passengers.	None
Montebello	Current insurance coverage is adequate for transporting handicapped persons. There are no constraints.	None
Gardena	There is a \$5,000,000 general liability policy on vehicles and a \$10,000,000 policy for property damage, fire, and theft. This is adequate and does not constrain accessible service.	None
Torrance	The system is self-insured up to \$1,000,000 with commercial liability coverage beyond this limit. This is adequate coverage.	None
Norwalk	Insurance coverage is adequate for transporting handicapped passengers.	None
Culver City	The city is self-insured. Bus liability coverage is provided up to \$10,000,000. There are no exclusions or exceptions for handicapped passengers. Claims for any special devices are covered.	None
Commerce	The system is covered by a comprehensive liability policy. Its coverage is adequate for transporting handicapped passengers.	None

seminars to heighten awareness levels. Training is also provided for dispatchers and escorts.

(3) Aides and Companions Are Accommodated on the Paratransit Services

For the most part, paratransit policies for aides or companions are more lenient than those for fixed-route.

- . Gardena, Torrance, Commerce, Redondo Beach and Claremont allow aides or companions to ride for free.
- . Gardena and Redondo Beach note that an aide is required on the passenger's registration card to control abuse of the free-fare policy.
- . Get About provides a trained volunteer transit aide on board the vehicle.
- . Get About will provide a special escort to ride and remain with the passenger.

Other paratransit operators permit aides, companions or guide dogs with no restrictions.

(4) Intermodal Coordination Policies Are Similar to Those for Fixed-Route Services

Additionally, there is coordination among paratransit operators and between paratransit and fixed-route operators. Dial-a-Lift dispatchers in several cities will contact each other to schedule transfers at a designated location. Long Beach Dial-a-Lift will honor a transfer from their fixed-route service. Get About will transport any elderly or handicapped persons who transfers from an SCRTD or Omnitrans fixed-route at the established common transfer points.

(5) Social Service Agency Coordination Is an Integral Part of the Paratransit Services

Operators work very closely with other city departments and senior centers to distribute information and obtain consumer input. Some of the services - - for example, the Commerce MediRide and Get About - - are linked formally with social service agencies.

(6) Brochures Describing the Paratransit Services Are Distributed Throughout Each City

Common areas for distribution are senior citizen centers, City Halls, libraries, nutrition sites, hospitals, and agencies. Information is also distributed through formal outreach programs and local information and referral services.

The services also receive frequent coverage from the local media. Monthly newsletters exist for several of the services.

(7) Contracts for Paratransit Service Stipulate Accessibility

Those cities which lease their vehicles or contract for their services specify that the service will be accessible. Vehicles procured directly by a city are accessible. The two services which are being supplemented by other accessible services (Redondo Beach and Claremont) will also provide for accessibility of their Dial-a-Rides.

- . The 1981 contract for Redondo Beach Dial-a-Ride will include a requirement of an accessible vehicle to back up the Torrance Dial-a-Lift service.
- . The City of Claremont will be procuring a lift-equipped van in addition to its support for Get About.

No existing leasing, rental, or procurement practices pose barriers to the transportation of handicapped persons.

(8) Private Operators Participate in the Provision of Accessible Paratransit Service

Those services operated by private taxi companies include the following:

<u>City</u>	<u>Operator</u>
Long Beach	Yellow Cab
Gardena	Yellow Cab
LaMirada	Community Transit Services
Arcadia	San Gabriel Valley Cab
Redondo Beach	Yellow Cab (Fasco Investments)
Claremont	
- Dial-a-Ride	Paul's Yellow Cab
- Get About	Paul's Yellow Cab

The cities also participate in LACTC and SCAG planning activities. Get About staff have worked with Caltrans, SCRTD, and local jurisdictions to improve bus stop access along SCRTD routes in their four-city service area.

(9) There Are No Regulatory Constraints to These Paratransit Services

No regulatory constraints have been identified which inhibit the operation of these services. Redondo Beach modified existing constraints to allow for shared-ride

taxi service. Get About was established by a four-city joint powers agreement which enables the service to cross jurisdictional lines.

(10) Management Supervision Is Often Vested in the Contractor

The city then assumes a monitoring role, but is not involved in the day-to-day provision of service. Supervisory requirements, including periodic data needs, are stipulated in the operating agreements. These data document that demand is being met effectively and efficiently. For those services operated by the transit system, the dispatcher is the direct supervisory link.

(11) Contractors Are Responsible for Vehicle Maintenance

The sponsoring city monitors the performance of these maintenance responsibilities. Lift cycling and preventive maintenance procedures exist.

(12) Labor Agreements and Work Rules Are Not Constraints

Drivers for some paratransit services are not union members and therefore are not covered by a labor agreement. Existing work rules enhance rather than constrain the use of the service by handicapped passengers.

(13) Insurance Coverage Is Adequate

The amount of coverage maintained by the city and its operators are adequate. No exclusions or restrictions exist.

* * * * *

This section has briefly documented compliance with program policies and practices for fixed-route and paratransit service. Additional detail on specific policies can be obtained by consulting the individual operator plans.

Several policies and practices beyond the 13 identified in the regulation have also been reviewed. These are addressed in the next section.

VII. OTHER POLICIES

Concurrent with the assessment of the 13 program policies and practices, a review was made of several other prevalent policies which affect the delivery of accessible service. These include:

- . Restrictions on use of the lift;
- . Kneeler use procedures;
- . Level of driver assistance; and
- . Eligibility for paratransit service.

The intent of including these policies in this document is twofold: First, it provides for a more comprehensive review of policies; and second, it serves an important marketing function for handicapped persons who will read this report.

Additionally, the adopted policies of the Los Angeles County Transportation Commission regarding elderly and handicapped transportation are discussed.

1. FOUR ADDITIONAL POLICIES AND PRACTICES WERE REVIEWED

The purpose of reviewing these policies was to assemble valuable information for potential users. These four areas may affect a passenger's ability to transfer from one county operator's service to another.

(1) Some Fixed-Route Operators Restrict Use of the Lift

Thus, the lift is only available for handicapped persons who use wheelchairs. Those who can use steps are assumed to be able to negotiate the lower eight-inch user on the newer buses.

The two primary reasons for this restriction are safety related.

- . There is a concern over adequate head clearance in the doorway for a standing passenger.
- . Many lifts do not have handrails to steady the passenger as the lift moves in its bi-directional path - - up and down, and in and out.

Information on these varying policies, shown in Exhibit VII-1, should be made available to potential passengers.

(2) Most Operators Require the Passenger to Request that the Kneeler Be Deployed

The alternative policy is to rely on driver discretion. In some systems, there is a policy of passenger request combined with driver discretion. Presumably, this would work two ways:

- . A driver could offer the kneeler to a recognizable handicapped person who did not request it; or
- . The driver could question a request for the kneeler from a person who was obviously not disabled.

EXHIBIT VII-1
POLICIES ON
FIXED-ROUTE BUS
LIFT USE

<u>Operator</u>	<u>Policy</u>
SCRTD	no standees
Long Beach	wheelchairs only; no standees
Santa Monica	no standees
Montebello	wheelchairs only
Gardena	no restrictions
Torrance	not determined yet
Norwalk	no restrictions
Culver City	not determined yet
Commerce	wheelchairs only

These policies are delineated in Exhibit VII-2.

The trade-offs in the more common policy - - only on request - - are between slightly delayed boarding procedures and a passenger's lack of knowledge or reluctance to use the kneeler when they could be aided by it.

(3) The Level of Driver Assistance Provided to Handicapped Passengers Varies Greatly

In general, the level of assistance provided by para-transit drivers is greater than that provided by fixed-route bus drivers.

- . Fixed-route bus drivers often must remain in their seats to operate the lift. This precludes a high level of assistance. Most drivers, however, will assist the person with the tie-down and seat belt to assure that the wheelchair and passenger are properly secured. Because of the varying degrees, passengers are often told they should be able to assist themselves or bring a companion. These policies are summarized in Exhibit VII-3.
- . Assistance on paratransit service is more personalized. For example:
 - Gardena drivers will assist the passenger as far as the door of their destination and will carry up to two packages.
 - Get About provides on-board aides and special escorts.

For either service, the driver will often provide assistance above and beyond the required level. The passenger, however, cannot be certain this will occur and should be aware of the minimum requirement.

EXHIBIT VII-2
POLICIES ON
FIXED-ROUTE BUS
KNEELER USE

<u>Operator</u>	<u>Policy</u>
SCRTD	passenger request
Long Beach	driver discretion
Santa Monica	passenger request at driver discretion
Montebello	driver discretion
Gardena	passenger request
Torrance	passenger request
Norwalk	passenger request or driver discretion
Culver City	not determined yet
Commerce	not determined yet

EXHIBIT VII-3
POLICIES ON
FIXED-ROUTE BUS
DRIVER ASSISTANCE

<u>Operator</u>	<u>Policy</u>
SCRTD	Driver remains in seat but will assist if there is a safety problem. Driver is responsible for determining that chair is secured in place (verbal assurance may be adequate).
Long Beach	Driver leaves seat to operate lift. Driver will flip up seat to expose tie-down but will not secure chair.
Santa Monica	Driver discretion. Driver must assure that chair is secure.
Montebello	Driver leaves seat to operate lift. Driver will help the person get onto the lift platform and will help secure the chair.
Gardena	Driver will assist anyone if requested.
Torrance	Not determined yet
Norwalk	Driver remains in seat but will assist if there is a problem. Driver will help with tie-down and seat belt if requested.
Culver City	Not determined yet
Commerce	Not determined yet. Driver will give whatever assistance is needed to assure safety.

(4). Eligibility Requirements for Dial-a-Ride Services Are Similar

Most services currently use the previously established definition of handicap provided in Section 16d of the Urban Mass Transportation Act of 1964, as amended. It is assumed that they will be switching to the definition provided in the Section 504 regulation. Age definitions for elderly persons, for those services which permit non-handicapped elderly passengers, range from 60 to 65 years of age.

Certification procedures, however, are different, as illustrated by Exhibit VII-4.

- . Many require medical certification of one's handicap. This is often accomplished with a physician's letter or special form.
- . LaMirada and Arcadia rely on the person's self-assessment but can request medical certification. This is rarely requested.
- . Commerce relies on self-certification.
- . Claremont Dial-a-Ride has no formal certification procedures.

None of these requirements appear very stringent. In most cases, the process is handled by telephone and mail. Also, transportation is often provided to come to an accessible registration office.

2. LACTC HAS EIGHT POLICIES IN SUPPORT OF ELDERLY AND HANDICAPPED TRANSPORTATION

These policies, presented as Exhibit VII-5, have been reviewed and updated by LACTC's Elderly and Handicapped Transportation

EXHIBIT VII-4
ELIGIBILITY FOR DIAL-A-RIDE
SERVICE FOR HANDICAPPED PERSONS

<u>Dial-a-Ride Service</u>	<u>Required Proof of Handicap</u>
Long Beach	Physician's certification on a special form.
Montebello	No certification required for service; required for reduced fare.
Gardena	Physician's certification if under 60 years of age.
Torrance	Physician's certification.
Norwalk	Physician's certification.
Commerce	Self-certification.
La Mirada	Self-certification, medical certification can be requested.
Arcadia	Self-certification, medical certification can be requested.
Redondo Beach	Physician's letter or SCRTD Reduced Fare Card.
Claremont	No formal process for Dial-a-Ride; physician's certification for Get About.

EXHIBIT VII-5

LACTC ELDERLY AND HANDICAPPED TRANSPORTATION POLICIES

- A. The elderly and the handicapped have the same right as other persons to travel and to utilize public transportation facilities and services. Transportation handicapped persons and non-transportation handicapped elderly persons shall be provided a family of transportation services according to their needs. Provide accessible public transportation facilities and services.
- B. Elderly and handicapped transportation services shall be supported and coordinated to provide more effective, efficient and accessible services.
- C. Plans for transportation service shall include provisions for the transportation handicapped and the non-transportation handicapped elderly.
- D. Transportation operators and planning agencies should establish plans and maintain programs for increasing the accessibility of existing vehicles, facilities and services.
- E. The Commission shall encourage transportation operators and planning agencies providing service to elderly and handicapped persons to coordinate their planning and programming with each other. SCAG will aid this process by:
 - a) requiring that applications for funding of new transportation operations show that existing resources are inadequate and discuss how the requested funds might be used to expand existing public and private sector services or, where integration is not feasible, state the reasons why;
 - b) fostering the development of joint powers agreements and contractual arrangements between service providers;
 - c) supporting efforts which bring providers of similar transportation services together to discuss coordination and consolidation strategies;
 - d) conducting an annual review of progress in elderly and handicapped transportation service planning and programming; and
 - e) fostering the continuance of successful programs.
- F. Trip-end facilities should be accessible to and usable by the elderly and handicapped.
- G. Modal interface facilities and services should facilitate access to transportation systems by the elderly and the handicapped.
- H. Elderly and handicapped persons should be involved in ongoing transportation planning and programming efforts.

Advisory Council and Bus Operators Subcommittee. The policies address service planning, service coordination, vehicles, and facilities. Provisions are also included for the annual review of progress in elderly and handicapped transportation service planning and programming. Actions have also been defined which would assist in the implementation of the policies.

* * * * *

This section concludes the assessment of compliance with the Section 504 regulation. The assessment has shown that all operators will achieve program accessibility by July 1, 1982. Implementation of this plan to achieve this end is described in a later section.

VIII. OTHER TRANSPORTATION SERVICES
AND PROJECTS

In addition to the fixed-route and paratransit services provided by the 13 transit operators in Los Angeles County, there are several other programs and services which enhance accessibility. These are described in this chapter. The purpose of this description and assessment is to document a comprehensive overview of transportation for disabled persons within the County.

1. AMTRAK SERVICE IS PROVIDED BETWEEN UNION STATION IN LOS ANGELES AND SAN DIEGO

Union Station is the only stop in Los Angeles County. The service on the San Diegan is partially funded by Caltrans for the purpose of expanding service for commuters during the peak hours.

(1) Access to the Train Is Provided by a Portable Lift

The lift is available at four of the eight stations along the route. Amtrak personnel assist people in wheelchairs to board and alight from the trains. At Union Station, however, the lift is not presently available for use due to mechanical problems.

(2) Each Train Has One Accessible Car

This car has several features to enhance accessibility including:

- . An accessible Amcafe or Amdinette for food service;
- . An accessible restroom; and
- . Space for positioning a wheelchair.

(3) Union Station Is Partially Accessible

Los Angeles Union Station is a Key Station for all existing and proposed commuter-rail services. Several doors open into the main lobby and can be reached from the main parking areas without encountering steps or traveling circuitous routes. Parking spaces for handicapped people have been provided close to one such entrance. The ramp in the usual "kiss-and-ride" dropoff area does exceed ANSI standards, but passengers could be dropped off at other areas. All doorways are double-leaf with ample room for wheelchair passage. Once inside, there are no steps or unramped level changes. However, the following barriers have been noted during on-site inspections:

- . Restrooms have not yet been modified;
- . No low ticket counters exist; and
- . The ramp from tunnel to train platform is difficult to negotiate unassisted and its grade is steeper than the ANSI standards.

Specific modification plans for Union Station do not yet exist because of the uncertainty of negotiations

regarding the purchase of the entire Union Station complex by Caltrans. On July 17, 1980, a memo of understanding was signed by Caltrans, the City of Los Angeles and the Southern California Rapid Transit District on the future use of Union Station. Los Angeles City is responsible for the Downtown People Mover Intercept and SCRTD will have jurisdiction over the El Monte Busway Terminus. As this arrangement is now complete, specific plans for renovation can be developed. The Station itself is a historical building and, therefore, modifications must conform to the historical building code. Internal modifications to the restroom should not be affected by this requirement. There has been some discussion, however, of moving the restroom, because it is not in a convenient location, and this might compromise the historical integrity of the building. To date, no one has actually devised specific plans for modification.

The Union Station project will include the construction of the joint Los Angeles Downtown People Mover Intercept and Busway Terminus onto an area of currently unused track. That facility, of course, would be completely accessible by both federal and state laws and according to the "Los Angeles Downtown People Mover Handbook of Guidelines for Accessibility to Elderly and Handicapped People."

2. COMMUTER RAIL SERVICE IS BEING PROPOSED BETWEEN OXNARD AND LOS ANGELES

The proposed commuter-rail service between Oxnard and Los Angeles would be operated by Amtrak with additional funding from SB620 and UMTA Sections 5 and 3, and would serve Union Station and the existing Burbank and Glendale Stations. The project is proposed as a three-year demonstration only.

(1) Four New Stops Would Be Added Within Los Angeles County

These would be located at Burbank Airport, Panorama City, Northridge, and Chatsworth. Since the project is proposed as a three-year demonstration only, with an evaluation at that time to determine whether the service should be continued, Caltrans proposes to make only the minimum provisions at these new stations. At a minimum, each station would have:

- . Parking, with spaces designated for handicapped people;
- . A concrete platform;
- . Lights; and
- . Platform canopies.

Because this service is to be provided on an existing freight track, the original proposal calls for low platforms. Since these stations will not be staffed and there will be no storage facilities, it would not be practical to provide wheelchair access by the lifts currently used along the San Diego line. Caltrans does not know whether such a

demonstration project is considered a "new start" and, therefore, whether wheelchair access to the trains is required. However, if the program is continued beyond the demonstration period, Caltrans plans to upgrade stations to meet all applicable federal, state, and local laws regarding accessibility.

(2) Trains Proposed For This Service Will Be Comprised of Older Inaccessible Cars

These cars were purchased several years ago for another rail service no longer in operation. Caltrans is negotiating with Amtrak to secure some old equipment to supplement these cars. The current plans for making the interior of these cars accessible are as follows:

- . If these cars require extensive renovation (i.e., rebuilding), Caltrans will retrofit them with an accessible restroom.
- . If they require only minor renovation, such as repainting or reupholstering, etc., Caltrans plans not to retrofit them with accessible restrooms.

In the first three years of service, Caltrans proposed to operate two trains; one with an accessible bathroom and one without. If the program is continued beyond the demonstration period, Caltrans plans to fully comply with all applicable federal, state, and local laws regarding accessibility.

3. COMMUTER RAIL SERVICE IS ALSO PROPOSED FOR TWO OTHER CORRIDORS

Caltrans has requested that Amtrak operate two commuter rail lines.

. Los Angeles/San Bernardino service would operate between Union Station and San Bernardino along existing Santa Fe Railway freight lines. Amtrak currently provides passenger service in this corridor. Caltrans has requested intermediate stations. Stops within the County would be:

- Union Station
- Pasadena
- Monrovia
- Azusa
- Glendora
- Pomona

. Service is also proposed for an existing Union Pacific Railroad track which would have stops at:

- Union Station
- East Los Angeles
- Pico Rivera
- Industry
- Roland Heights
- Pomona

Caltrans' plans for accessibility of vehicles, services, and facilities are similar to those for the Oxnard demonstration program.

4. A RAPID TRANSIT STARTER LINE IS NOW FUNDED FOR PRELIMINARY ENGINEERING

The Southern California Rapid Transit District has been funded to undertake preliminary engineering studies for the Rapid Transit Starter Line in the Wilshire Corridor. The line would terminate at Union Station. If built, the system would conform to federal and state accessibility standards and would provide an accessible interface to both the intercity and

commuter-rail services and People Mover. Line specifications will include all necessary conditions to make the system fully accessible. These considerations include, but are not limited to:

- . Elevators in stations,
- . Ramped entrances to stations,
- . Train cars with wheelchair spaces and tie downs, and
- . Platform texture changes near the track edge.

5. THE DOWNTOWN PEOPLE MOVER (DPM) PROJECT HAS ADVANCED TO THE FINAL DESIGN STAGE

The Los Angeles Downtown People Mover system, under the auspices of the Community Redevelopment Agency of the City of Los Angeles, will be accessible to virtually all disability groups. The entire system, including all stations and the Union Station and Convention Center intercepts, is planned in conformance with the "Los Angeles Downtown People Mover Handbook of Guidelines for Accessibility to Elderly and Handicapped People." Some of these accessibility features are as follows:

- . Platforms will have level entry; and
- . Stations will have elevators, improved lighting, markings for visually-impaired people, and emergency warning systems for hearing-impaired people.

6. SEVERAL PROJECTS ARE UNDERWAY TO IMPROVE THE COORDINATION OF SPECIAL TRANSPORTATION SERVICE FOR ELDERLY AND HANDICAPPED PERSONS IN LOS ANGELES COUNTY

Three separate but complementary projects are in progress in Los Angeles County to coordinate the numerous providers of paratransit service and to provide funding for their services.

(1) Agencies Receiving Vehicles Through the Section 16(b)(2) Program Are Required to Participate in Coordination Efforts

A Memorandum of Understanding has been entered into by the Area Agency on Aging (AAA), Caltrans, and the State Department of Rehabilitation (DR) to eliminate regulatory barriers to coordination such as age restrictions and categorical funding. As part of this agreement both DR and AAA review 16(b)(2) applications to insure that the service provided will be "accessible when viewed in its entirety," that is, that there will be sufficient accessible vehicles in the fleet based on their demographic studies.

Social service or non-profit agencies in Caltrans District 7 which have received vehicles or are awaiting vehicles through this program are listed in Exhibit VIII-1. It should be noted that some of these agencies are located outside of Los Angeles County since District 7 spans a greater area.

(2) A Current Caltrans Project Is Charged with Documenting "Unmet Transit Needs" in Los Angeles County

Article 4.5 of the California Transportation Development Act (TDA) provides operational funds designed for "unmet transit needs" in the local community. Many local services receive funding to provide transit service to elderly and handicapped persons and other groups of transportation disadvantaged persons.

EXHIBIT VIII-1
SECTION 16b2 RECIPIENTS
IN CALTRANS DISTRICT 7

<u>Agency</u>	<u>City</u>
1. Orange County Community Development Council	Santa Ana
2. Rehabilitation Institute of Orange County	Orange
3. San Gabriel Valley Training Center	La Puente
4. Didi Hirsch Community Mental Health Center	Culver City
5. Community Care and Development Services	Los Angeles
6. Antelope Valley Association for the Retarded	Lancaster
7. Westside Volunteers Bureau	Santa Monica
8. Watts Labor Community Action Committee	Los Angeles
9. Mid-Cities Association for Retarded Children	Compton
10. Willing Workers for the Mentally Retarded	Los Angeles
11. Gateways Hospital & Mental Health Center	Los Angeles
12. Northridge Hospital Foundation	Northridge
13. Retarded Childrens Association of San Gabriel Valley	Monrovia
14. American Cancer Society-Orange County Unit	Newport Beach
15. Menorah Village	Reseda
16. Jewish Family Services of Los Angeles	Los Angeles
17. Foothills Area Community Services	Pasadena
18. Help of Ojai	Ojai
19. Pomona Valley Community Services	La Verne
20. White Memorial Medical Center	Los Angeles

EXHIBIT VIII-1
SECTION 16b2 RECIPIENTS
IN CALTRANS DISTRICT 7
(Continued)

<u>Agency</u>	<u>City</u>
21. The East Los Angeles Community Union (TELACU)	East Los Angeles
22. Westside Community for Independent Living	Los Angeles
23. Memorial Hospital of Glendale	Glendale
24. Ray of Hope	Tustin
25. Wightman Memorial Goodwill Industries of South Los Angeles County	Long Beach
26. Whittier Area Parents Association for the Developmentally Handicapped	Whittier
27. Japanese Welfare Rights Organization	Los Angeles
28. Torrance Memorial Hospital	Torrance

The current Caltrans project involves contacting groups which represent elderly and handicapped consumers in order to document such unmet transit needs and to assist social service agency providers in designing transportation that will meet these needs.

(3) LACTC Is Conducting a Paratransit Brokerage Study

The objective of the study is to define a brokerage plan to match capacity with demand which will provide effective coordinated service at current levels of funding. The study is being undertaken in response to AB120, the Social Services Transportation Improvement Act, the intent of which is to require local MPOs and transportation planning agencies to coordinate or consolidate the social service transportation in their areas.

As a part of the Paratransit Brokerage Study, the Commission is compiling a Paratransit Service Directory for the County. An inventory and analysis report will be submitted to the legislature on December 31, 1980, and an "action plan" required by AB120 for implementation, will be submitted December 31, 1981.

7. COOPERATIVE PROGRAMS EXIST TO MAKE BUS STOPS MORE ACCESSIBLE TO HANDICAPPED PERSONS

These projects relate to those fixed facilities beyond the direct control of the transit operator including curb cuts, bus stops, and bus stops on the freeway.

(1) Accessible Bus Service Is a Consideration in the Selection of Curb Cut Projects

During the early planning for accessible bus service, SCRTD contacted the City Board of Public Works, other affected municipal public works departments and the County Roads Department in an effort to obtain a priority for curb cuts along SCRTD's initial accessible routes.

Other transit operators have also provided input into the selection of curb cut projects. These cooperative projects are of an on-going nature.

(2) Public Works Agencies Have Relocated Some Bus Stops to More Accessible Locations

A test of whether or not accessible buses would be deployed indicated that some problem areas were best resolved by relocating the bus stop. The master list of all problem areas was disseminated to all affected jurisdictions.

(3) Preliminary Investigation Has Been Made of Making Freeway Bus Stops Accessible

These steps are under the jurisdiction of Caltrans and fall into two categories:

- . Existing on-freeway bus stops which would be made accessible with long switch back ramps; and
- . New stops to be constructed which will have accessibility as a prime consideration.

This second category would pertain to any future busway projects which would provide an exclusive guideway for buses which could be convertible to rail. Stops and facilities will be similar to those on the existing El Monte Busway in which access is provided by elevators and ramps.

* * * * *

The status of each of these related projects will be discussed in the annual updates of the Transition Plan.

IX. IMPLEMENTATION

Each operator will assume responsibility for implementing those portions of the plan pertaining to their system. All necessary modifications described in previous sections and summarized below will be completed before July 1, 1982. The only possible modification that may take longer will be the improvements to RTD's operating divisions, facilities which are open to the general public but rarely frequented by them.

1. FIXED-ROUTE OPERATORS WILL BE PURCHASING 1,075 ACCESSIBLE BUSES BETWEEN NOW AND JULY 1, 1982

Most of these buses will be purchased by SCRTD. The breakdown by operator follows:

<u>Operator</u>	<u>Number of Buses</u>
SCRTD	940
Long Beach	51
Santa Monica	17
Montebello	14
Gardena	22
Torrance	6
Norwalk	12
Culver City	10
Commerce	3
Total	<u>1,075</u>

These vehicles will be accessible to all types of handicapped persons. Additional projects will continue which enhance the accessibility of older buses to handicapped persons who can use steps.

2. OPERATORS WILL MONITOR THEIR SERVICES TO ASSURE THAT THEY MEET SERVICE PROGRAM ACCESSIBILITY

Operators of fixed-route and paratransit service will have enough accessible vehicles to satisfy the program accessibility requirements. These are:

- . At least one-half of peak hour fixed-route service must be operated with accessible buses;
- . Accessible vehicles must be used first in off-peak hours; and
- . Paratransit operators shall provide service for handicapped persons which is generally equal to the service provided for non-handicapped persons.

Through monitoring and supervisory practices, the operators will assure that their vehicles are properly dispatched.

3. SEVERAL FIXED FACILITIES WILL BE MODIFIED BEFORE JULY 1, 1982

A description of existing barriers and programs to alleviate them were previously discussed. In summary, the following are in need of modification or will be replaced:

- . Several RTD operating divisions;
- . RTD park-and-ride lots;
- . Long Beach administrative facility;
- . Santa Monica administrative facility;
- . Torrance operations facility;
- . Torrance downtown terminal; and
- . Several bus shelters in Commerce.

Curb cut programs will continue and will be coordinated with transit operators.

4. PROGRAM POLICIES AND PRACTICES WILL BE MODIFIED AND DOCUMENTED

The major deficiencies in program policies and practices were the following:

- . Existing policies had not been documented in the individual plan, and
- . Policies did not exist yet because accessible vehicles were not in service.

All of these modifications will be implemented well in advance of the July 1, 1982 required deadline.

LACTC will also assist in addressing those policy and practice areas which affect several operators and where there are possible areas for interoperator solutions. These include the provision of marketing information for blind and deaf persons as well as a resolution of the accessible airport service issue.

5. LACTC STAFF WILL MONITOR THE IMPLEMENTATION OF THIS PLAN

The Commission receives each operator's annual Short-Range Transit Plan (S RTP) in which are identified the various capital and operating programs proposed for the future. These will include bus purchases and facility modifications. With this information, the Transportation Improvement Program (TIP) is prepared. LACTC will monitor the TIP projects to assure that compliance will in fact be achieved by July 1, 1982. An annual status report will also be prepared to describe progress towards achieving program accessibility.

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This section concludes the draft County-wide Transition Plan. The remaining sections will discuss the substantive concerns raised during the public review of this document and endorsements that the plan receives from those agencies responsible for its implementation.

X. RESPONSES TO SUBSTANTIVE CONCERNS

This section of the final County-wide Transition Plan will describe substantive concerns raised during the public review process and voiced at the public hearing. Responses to these concerns will also be provided.

XI. ENDORSEMENTS

Copies of endorsements of those agencies responsible for implementing this plan or portions of it will be provided in the final version of the County-wide Transition Plan.

